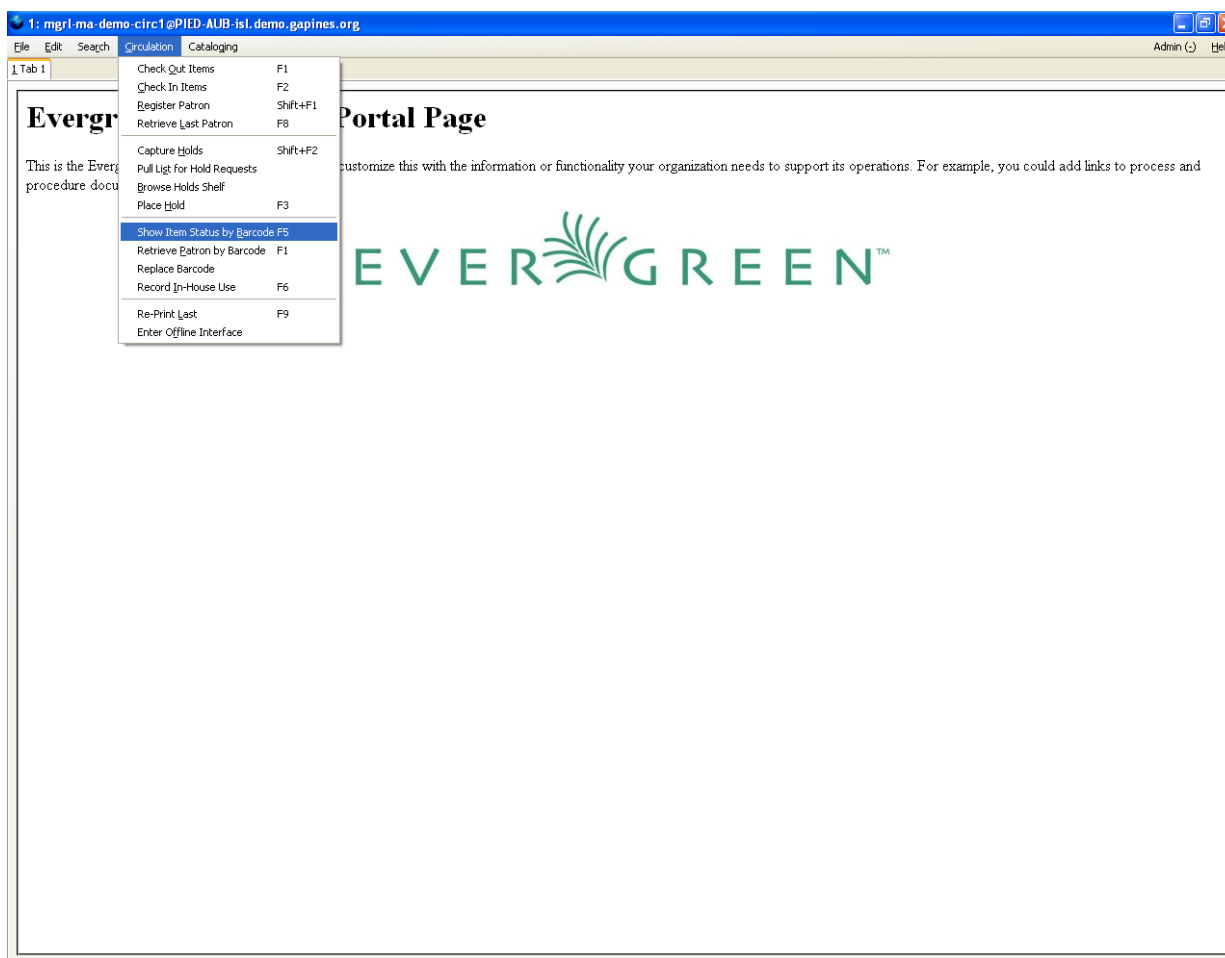




Chapter 4 – Marking Items as Missing, Damaged, Lost or Claims Returned

Marking Items as Missing or Damaged

1) To mark an item Missing or Damaged, start by retrieving the item in the staff client. This can be done from *Circulation* and *Show Item Status by Barcode*.

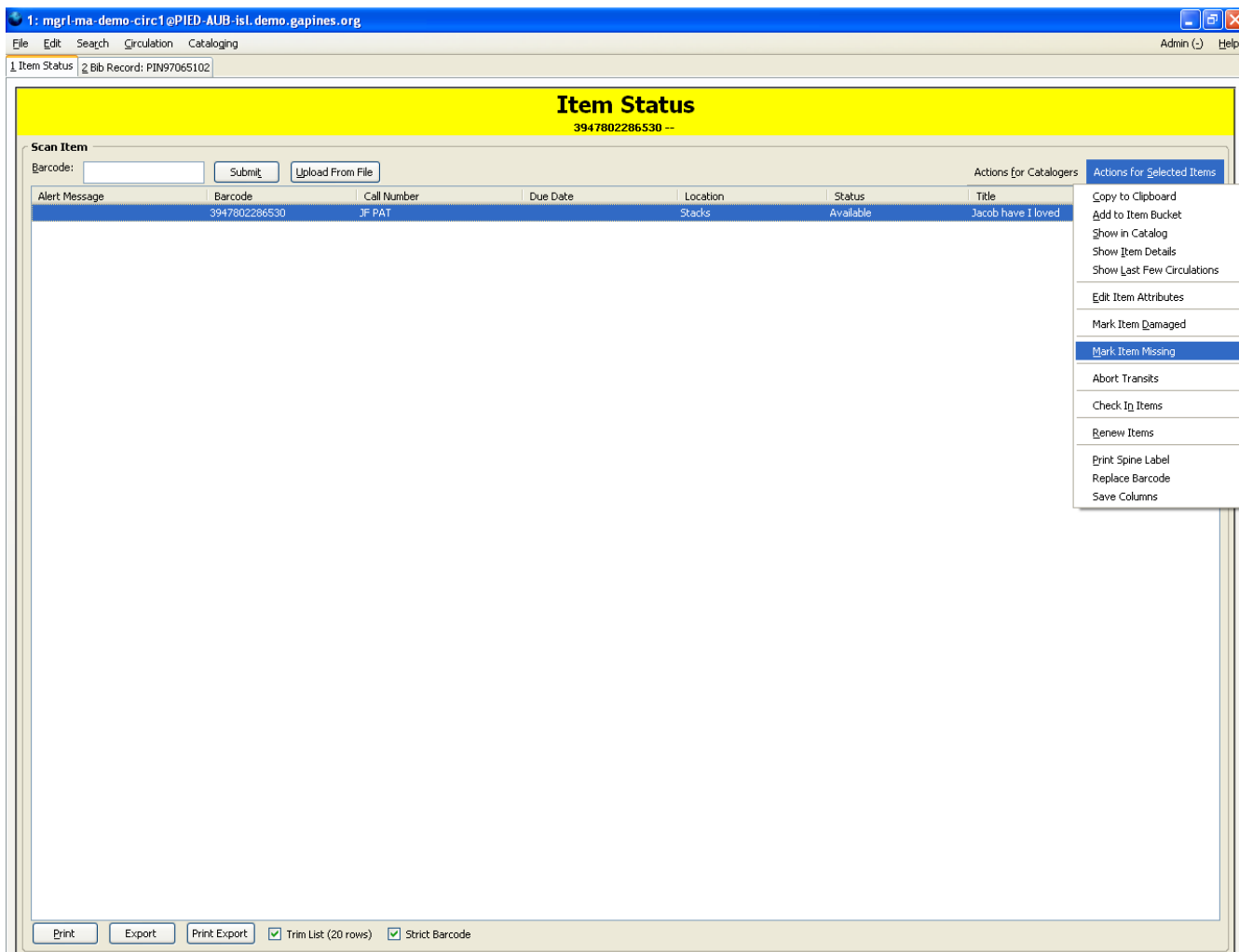


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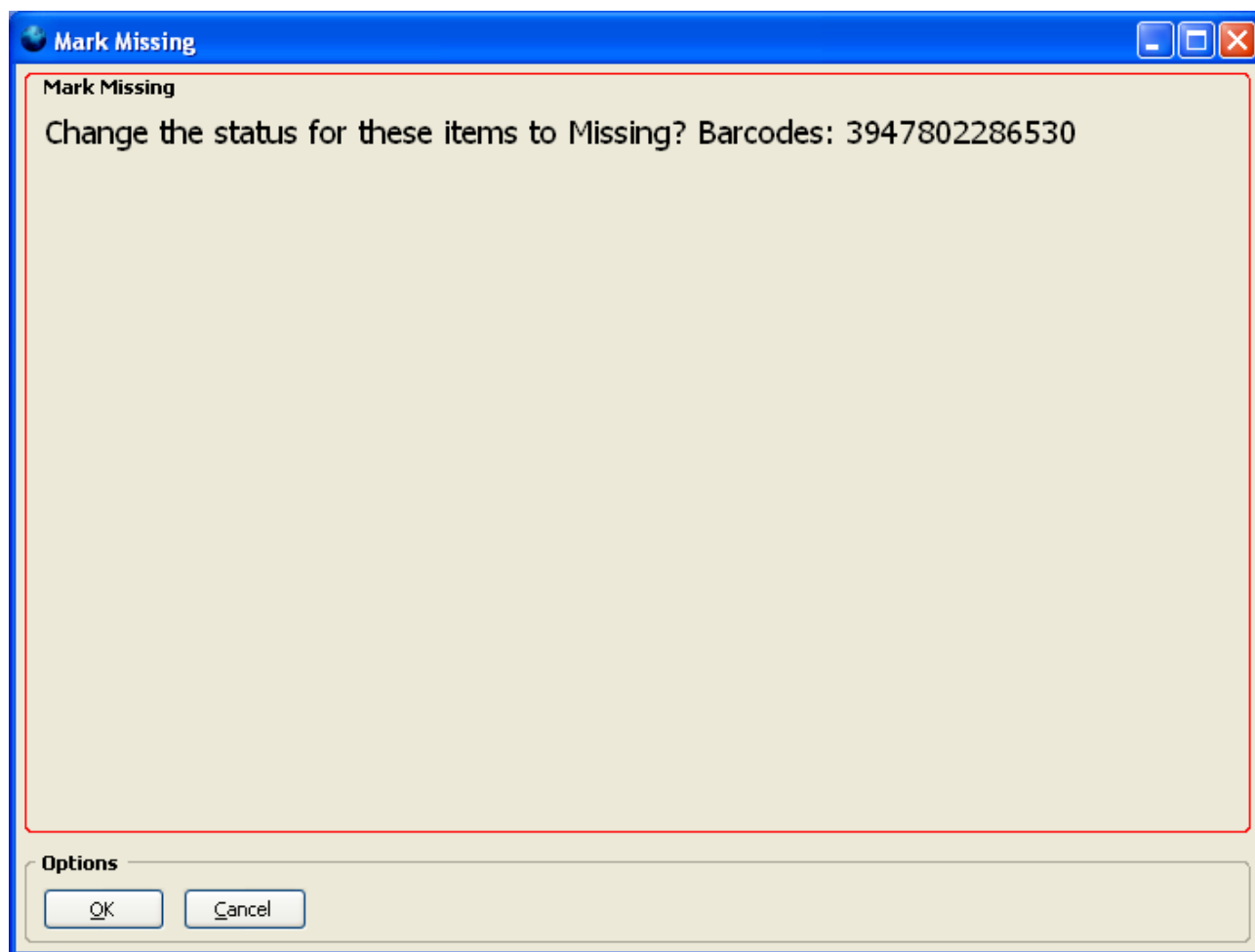
Chapter 4 – Marking Items as Missing, Damaged, Lost or Claims Returned

2) Enter the barcode for the missing item.

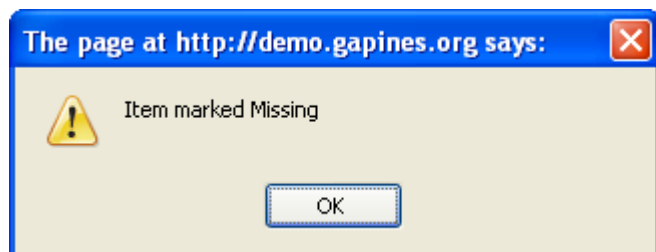
3) After submitting the barcode, the item will appear below. Select the item and click on *Actions for Selected Items*. You will see options to *Mark an Item Damaged* and *Mark an Item Missing*.



After you mark the item damaged or missing, a dialog box will appear in a pop-up giving you a summary of your recent actions.



4) Click "OK" and the confirmation will appear.



For Lost and Damaged Item Billing information, see "Billing."



Marking Items Lost or Claim Returned

1. Retrieve the patron record.
2. Click Items Out.
3. Select item(s).
4. *Right click*, and select either Mark Lost or Mark Claimed Returned. To update multiple items highlight the first item, press and hold **Ctrl**, highlight additional items and select Mark Claimed Returned.

File Edit Search Circulation Cataloging Acquisitions Booking Admin (x) Help

2 Patron Search 3 Patron: BORGER, SHAUNA

BORGER, SHAUNA Refresh Check Out **Items Out** Holds Bills Edit Messages Other

(Maximum Bills) (Has Bills) (Has Overdues)

Status

Resident
BR2
Internet Filtered
Expires on 8/25/13

Holds: 1
Available: 0
Bills: \$10.00
Check Outs: 4
Overdue: 2
Long Overdue: 0
Claimed Returned: 0
Lost: 0
Non Cataloged: 0

ID and Contact Information

Library Card: 8592417
ID 1: Drivers License
ID 2:
Holds Alias:
Date of Birth: 7/31/83

Day Phone:
Evening Phone:
Other Phone:

OPAC Login: 8592417
Email:

Mailing Address
1129 CAVENDISH DR
CARMEL IN 46032
(Copy/Print)

Physical Address
1129 CAVENDISH DR
CARMEL IN 46032
(Copy/Print)

Items Out

Barcode	Checkout or Renew Library	Circulation Library	Due Date	Fines Stopped	Remaining Re
12628592417	BR1	BR1	1/4/11 11:59 PM	2	
2628592417	BR1	BR1	1/4/11 11:59 PM	2	
3175015816	BR1	BR1	1/4/12 11:59 PM	2	
5015816	BR1	BR1	1/4/12 11:59 PM	2	

Actions for Selected Items

- Copy to Clipboard
- Add to Item Bucket
- Show in Catalog
- Show Item Details
- Show Last Few Circulations
- Show Triggered Events
- Edit Due Date
- Mark Lost (by Patron)
- Mark Claimed Returned
- Renew
- Renew All
- Renew with Specific Due Date
- Check In
- Add Billing
- Save Columns

Show Non-Cataloged Circulations in List Above ☐ Auto-Print Hold and Transit S

Lost, Claimed Returned, Long Overdue, Has Unpaid Billings

Barcode	Checkin Date	Checkout or Renew Library	Circulation Library	Fines Stopped	Title
31951002706296	9/14/11 2:45 PM	BR2	BR2	LOST	Exploring Harry Potter
31951002706296	10/17/11 2:33 PM	BR1	BR2	LOST	Exploring Harry Potter

Actions for Selected Items

Print Receipt Export

5. The “Lost” or “Claimed Returned” item will display in the Lost/Claimed Returned/Long Overdue field.

About Claims Returned

If the item is overdue and the claims returned date is before the original due date, the fines disappear.

If the item is overdue and the claims returned date is after the due date, the fines remain.

If you do not enter the date claimed returned, the item is moved to the Claimed returned list, but the fines are not stopped.

Items cannot be *un-claimed returned* except by checking in the item or marking it lost.

There are no alerts indicating claims returned items.